

Loss of Data – Government Travel Cards
Frequently Asked Questions
February 25, 2005

QUESTION: Do we really know what happened?

ANSWER: The Department of Defense is aware of a situation concerning the loss government travel card account information.

BofA is taking precautionary measures by monitoring all accounts that may be affected and coordinating with credit bureaus to detect potential fraudulent activity. As of today, no unusual activity or signs of fraud have been noted in any of these accounts.

The Secret Service is conducting an investigation.

QUESTION: Who is conducting the investigation?

ANSWER: The Secret Service has the lead, however, DCIS is working closely with them

QUESTION: How did this occur?

ANSWER: There is an ongoing investigation by the Secret Service, which may be jeopardized if we go into the specifics. Our primary concern is to protect the cardholders.

QUESTION: Why is the Secret Service investigating?

ANSWER: Fraud and related activity of this nature, fall under the Secret Service jurisdiction.

QUESTION: What kind of cards are these?

ANSWER: DoD travel cards are affected. Again this only affects some of these cards. BofA is taking precautionary measures by monitoring all accounts that may be affected and

coordinating with credit bureaus to detect any potential fraudulent activity. As of today, no unusual activity or signs of fraud have been noted. So far, none has been noted.

QUESTION: What is a travel card?

ANSWER: A credit card given to a government employee to use for official travel.

QUESTION: What kind of information are you talking about?

ANSWER: According to GSA, the lost data includes Privacy Act information such as Social Security numbers, account numbers and addresses.

QUESTION: How many DoD cardholders are affected?

ANSWER: Approximately 900,000 DoD accounts, both open and closed, The BofA is notifying affected individuals.

QUESTION: What are we doing?

ANSWER: BofA is taking precautionary measures by monitoring all accounts that may be affected and coordinating with credit bureaus to detect potential fraudulent activity. As of today, no unusual activity or signs of fraud have been noted. BofA is in the process of notifying (by mail) all affected cardholders. Their customer service representatives are prepared to answer questions from concerned card holders.

QUESTION: What should the DoD cardholders do?

ANSWER: Cardholders that are affected will be notified individually (by mail) by BofA, and will be further advised. BofA is taking precautionary measures by monitoring all accounts that may be affected. As of today, no unusual activity or signs of fraud have been noted. It is always prudent for cardholders to monitor their accounts for questionable charges and report suspected identity theft to the Federal Trade Commission at www.consumer.gov/idtheft.

QUESTION: What should the DoD cardholders do with his/her card?

ANSWER: Individual cardholders can contact the BoA regarding their government travel card account. They will be given the option to cancel their card, however, the cardholders will not incur any personal liability for any fraudulent charges. Individuals who may be affected will be notified individually by mail, and will be further advised of their options.

QUESTION: Where can the cardholders go for further information?

ANSWER: Cardholders can call BofA at 800-472-1424 or e-mail: www.gov-eagls.bankofamerica.com

QUESTION: What is the appropriate action if you or one of your people are notified or suspect that they have been affected?

ANSWER: It is always prudent for individuals to regularly monitor bank accounts and credit card accounts, dispute any questionable charges, and report suspected identity theft to the Federal Trade Commission at www.consumer.gov/idtheft.

QUESTION: Should I have my accounts flagged with a fraud alert?

ANSWER: That is certainly an option, but be aware that a fraud alert will automatically be applied to any future credit checks against your personal accounts, and greatly slow up the approval process for future loans.

QUESTION: Why did it take so long to disclose this?

ANSWER: Because of the ongoing Secret Service investigation, information was held closely so as not to compromise the investigation. The BofA has been monitoring accounts and coordinating with credit bureaus to detect potential fraudulent activity.

QUESTION: Will DoD continue the use of BofA for its credit cards?

ANSWER: At this time we have no plan to do otherwise.

QUESTION: Will DoD make changes to its travel card program in the future? Aren't these cards mandatory for DoD employees who travel more than twice a year?

ANSWER: We are assessing the program requirements with regard to security.

Yes.

QUESTION: How many travel card accounts are contracted by DoD with BofA?

ANSWER: Approximately 1 million annually.